

CLAIMS

What is claimed is:

- 1 1. A method for handling unregistered callers in a voice recognition framework,
2 comprising the steps of:
3 (a) determining whether a user is registered;
4 (b) executing a registration process if it is determined that the user is not
5 registered;
6 (c) receiving utterances from the user; and
7 (d) recognizing the utterances for the purpose of providing a service to the user.
- 1 2. The method as recited in claim 1, wherein the registration process includes
2 collecting information.
- 1 3. The method as recited in claim 2, wherein the information includes at least
2 one phone number of the user.
- 1 4. The method as recited in claim 2, wherein the information includes a gender
2 of the user.
- 1 5. The method as recited in claim 2, wherein the information includes billing
2 information.
- 1 6. The method as recited in claim 2, wherein the information includes an
2 address of the user.
- 1 7. The method as recited in claim 2, wherein the information includes
2 preferences.

- 1 8. The method as recited in claim 1, wherein the preferences are selected from
2 the group consisting of personalization information, data relating to a stock
3 portfolio of the user, and sports of interest to the user.
- 1 9. The method as recited in claim 7, wherein the preferences include
2 personalization information, data relating to a stock portfolio of the user, and
3 sports of interest to the user.
- 1 10. The method as recited in claim 2, wherein the information is entered by the
2 user utilizing a computer coupled to a network.
- 1 11. The method as recited in claim 10, wherein the network includes the Internet.
- 1 12. The method as recited in claim 2, wherein the information is entered verbally
2 utilizing a telephone.
- 1 13. The method as recited in claim 12, wherein the information is entered
2 verbally utilizing a telephone by way of an attendant.
- 1 14. The method as recited in claim 2, wherein the information is used when
2 providing the service.
- 1 15. The method as recited in claim 1, and further comprising the step of
2 presenting promotion information to the user during the registration process.
- 1 16. The method as recited in claim 2, wherein the information includes a city in
2 which the user resides.
- 1 17. A computer program product for handling unregistered callers in a voice
2 recognition framework, comprising:

- 3 (a) computer code for determining whether a user is registered;
- 4 (b) computer code for executing a registration process if it is determined that the
- 5 user is not registered;
- 6 (c) computer code for receiving utterances from the user; and
- 7 (d) computer code for recognizing the utterances for the purpose of providing a
- 8 service to the user.

1 18. A system for handling unregistered callers in a voice recognition framework,
2 comprising:

- 3 (a) logic for determining whether a user is registered;
- 4 (b) logic for executing a registration process if it is determined that the user is
- 5 not registered;
- 6 (c) logic for receiving utterances from the user; and
- 7 (d) logic for recognizing the utterances for the purpose of providing a service to
- 8 the user.